

2004 10:26 FAX

1801-770.00

OFFICIAL

1002/1002

Via Facsimile 1-703-872-8306

Approved for use through 07/31/2006. OMB 0651-0031
and Trademark Office; U.S. DEPARTMENT OF COMMERCE

Under the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it contains a valid OMB control number.

**Request
for
Continued Examination (RCE)
Transmittal**

Address to:
Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

<u>Application Number</u>	09/480,589	RECEIVED CENTRAL FILED B-0
<u>Filing Date</u>	January 10, 2000	
<u>First Named Inventor</u>	Kevin Michael Ruppelt	
<u>Art Unit</u>	3623	
<u>Examiner Name</u>	Van Doren, Beth	
<u>Attorney Docket Number</u>	9D-EC-1934B	

RECEIVED
CENTRAL FAX CENTER

B 0 9 2007

This is a Request for Continued Examination (RCE) under 37 CFR 1.114 of the above-identified application.
Request for Continued Examination (RCE) practice under 37 CFR 1.114 does not apply to any utility or plant application filed prior to June 8, 1995, or to any design application. See Instruction Sheet for RCEs (not to be submitted to the USPTO) on page 2.

1. [Submission required under 37 CFR 1.114] Note: If the RCE is proper, any previously filed unentered amendments and amendments enclosed with the RCE will be entered in the order in which they were filed unless applicant instructs otherwise. If applicant does not wish to have any previously filed unentered amendment(s) entered, applicant must request non-entry of such amendment(s).

Previously submitted. If a final Office action is outstanding, any amendments filed after the final Office action may be considered as a submission even if this box is not checked.

- i. Consider the arguments in the Appeal Brief or Rely Brief previously filed on _____.

ii. Other _____

b Enclosed

- i. **Amendment/Reply** iii. **Information Disclosure Statement (IDS)**
ii. **Affidavit(s)/ Declaration(s)** iv. **Other Fax Transmittal**

2. **Miscellaneous**

Suspension of action on the above-identified application is requested under 37 CFR 1.103(c) for a period of _____ months. (Period of suspension shall not exceed 3 months; Fee under 37 CFR 1.17(i) required)

3

Fees

The Director is hereby authorized to charge the following fees, or credit any overpayments, to Dennisl Account No. 01-2384

e. Personal Account No. 01-2384

- i. RCE fee required under 37 CFR 1.17(e) \$770.00
000000050 Extension of time fee (37 CFR 1.136 and 1.17)
0.00 DQ
III. Other _____

b. Check in the amount of \$ _____ enclosed

c. Payment by credit card (Form PTO-2038 enclosed)

WARNING: Information on this form may become public. Credit card information should not be included on this form. Provide credit card information and authorization on PTO-2038.

SIGNATURE OF APPLICANT, ATTORNEY OR AGENT REQUIRED			
Name (Print/Type)	Thomas M. Fisher	Registration No. (Attorney/Agent)	47,584
Signature		Date	February 9, 2004

CERTIFICATE OF MAILING OR TRANSMISSION

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P. O. Box 1450, Alexandria, VA 22313-1450 or facsimile transmitted to the U.S. Patent and Trademark Office on the date shown below.

Name (Print/Type) _____
Signature _____ Date _____

This collection of information is required by 37 CFR 1.114. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to take 12 minutes to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.

RECEIVED
CENTRAL FAX CENTER**OFFICIAL**

001/002

FEB 09 2004

ARMSTRONG TEASDALE LLP

One Metropolitan Square, Suite 2600
 St. Louis, Missouri 63102-2740
 Phone: (314) 621-5070
 Fax: (314) 621-5065
www.armstrongteasdale.com

CERTIFICATE OF FACSIMILE TRANSMISSION TO THE
UNITED STATES PATENT AND TRADEMARK OFFICE

DATE: February 9, 2004

<i>Examiner:</i> Van Doren, Beth	:	<i>RE: U.S. Patent Application</i>
<i>Art Unit:</i> 3623	:	<i>Serial No.: 09/480,589</i>
<i>Fax:</i> 1-703-872-9306	:	<i>Applicant: Ruppelt et al.</i>
<i>From:</i> Thomas M. Fisher	:	<i>Atty. Dkt. No.: 9D-EC-19348</i>

DOCUMENTS SUBMITTED WITH TRANSMISSION:

*RCE Transmittal (1 pg.)
 Fax Transmittal (1 pg.)*

*Total pages including cover page: 2
 If all pages are not received, please contact: Linda Driscoll at Ext. 7229*

*RE: The above referenced U.S. Patent Application**Title: METHOD, SYSTEM, AND PROGRAM PRODUCT FOR ON-LINE SERVICE CALL SCHEDULING**Filed: January 10, 2000*

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that these papers are being facsimile transmitted to the U.S. Patent and Trademark Office,
 Facsimile Number 1-703-872-9306 on the date shown above.


 Thomas M. Fisher, Reg. No.: 47,564

The information contained in this facsimile message is information protected by attorney-client and/or the attorney/work products privilege. It is intended only for the use of the individual named above and the privileges are not waived by virtue of this having been sent by facsimile. If the person actually receiving this facsimile or any other reader of the facsimile is not the named recipient or the employee or agent responsible to deliver it to the named recipient, any use, dissemination, distribution, or copying of the communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone and return the original message to us at the above address via U.S. Postal Service.

*IF YOU DO NOT RECEIVE ALL PAGES, PLEASE CONTACT US IMMEDIATELY AT (314) 621-5070.